A New Perspective Through Outreach and In-reach

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DMV2Go

• Fleet of five mobile offices
• Wireless, full-service
• Convenient locations: military bases, government centers, universities, assisted living and correctional facilities, festivals
• “Heaven on wheels”
• Partnership with Corrections and Juvenile Justice departments
• Issue ID cards to inmates pending release
• Portable equipment
• 24 state prisons, two local jails, one federal facility
Military and Veteran Outreach

- Partnering with Virginia military to put DMV on installations
- Fort Lee Army base opened October 2012
- Fort Belvoir and Naval Station Norfolk, fall 2013
- Best practice guide available to AAMVA
Troops to Trucks℠

- Training, testing, credentialing military for transportation careers after service
- Five military bases certified third-party testers for CDL
- Employment interest questionnaires to trucking and busing industry association partners
Virginia Veterans ID Card

• Partnership with Department of Veterans Services
• New unique card indicates status for retail and restaurant discounts
• Available through DMV customer service centers, mobile offices and online
• More than 37,000 issued since May 2012
Hunting and Fishing Licenses

- Partnership with Department of Game and Inland Fisheries (DGIF)
- Licenses available at all DMV locations
- Boat and trailer registration at DMV and DGIF
- Streamlined government
Vital Records

- Partnership with Virginia Department of Health (VDH)
- Using Electronic Verification of Vital Events (EVVE) to certify birth records in 31 participating U.S. jurisdictions
- More than 4,000 since April 4, 2013
Vital Records

- March 1, 2014, DMV to issue birth certificates over the counter
- January 1, 2015, DMV to issue death certificates, and marriage and divorce records
Social Media

- Facebook and Twitter providing instant personalized service and customer satisfaction
- Proactive messaging, influencing
- 650 followers since May 2012
Mobile App

- Android and iPhone
- More than two dozen transactions
- DMV office location finder with GPS, driving directions and average wait time display
- Sample exams
- News and alerts
dmvNOW.com

- New website design
- Dynamic web technology for scalability regardless of size of device accessing
- Coming soon: online scheduling of road test appointments
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